



A Study of Students' Dormant Status: A Component of OUM's Retention Initiative

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OBJECTIVE OF THE STUDY

- 1) To study the trend and to determine the maximum point at which learners are accorded Dormant Status;
- 2) To look into the academic progress of the Dormant learners (GPA and CGPA);
- 3) To verify (if there is/isn't any) the link between academic progress and dormant status;
- 4) To deliberate on the appropriate interventions to reduce the "Dormant Status" among learners



CHANGE OF STATUS INTO DORMANT

DORMANT*	MODE OF ENTRY		TOTAL
	NORMAL	FLEXIBLE	
Jan 2014	802 (70.1%)	342 (29.9%)	1144
Sept 2013	883 (72.7%)	332 (27.3%)	1215
May 2013	996 (75.2%)	329 (24.8%)	1325

***Not registering after 3 consecutive semesters**



STATISTICS MODE OF ENTRY

INTAKE	DORMANT IN	MODE OF ENTRY		TOTAL
		NORMAL	FLEXIBLE	
SEPT 2012	JAN 2014	200 (17.5%)	89 (7.8%)	289 (25.3%)
MAY 2012	SEPT 2013	235 (19.3%)	99 (8.2%)	334 (27.5%)
JAN 2012	MAY 2012	257 (19.4%)	103 (7.8%)	360 (27.2%)

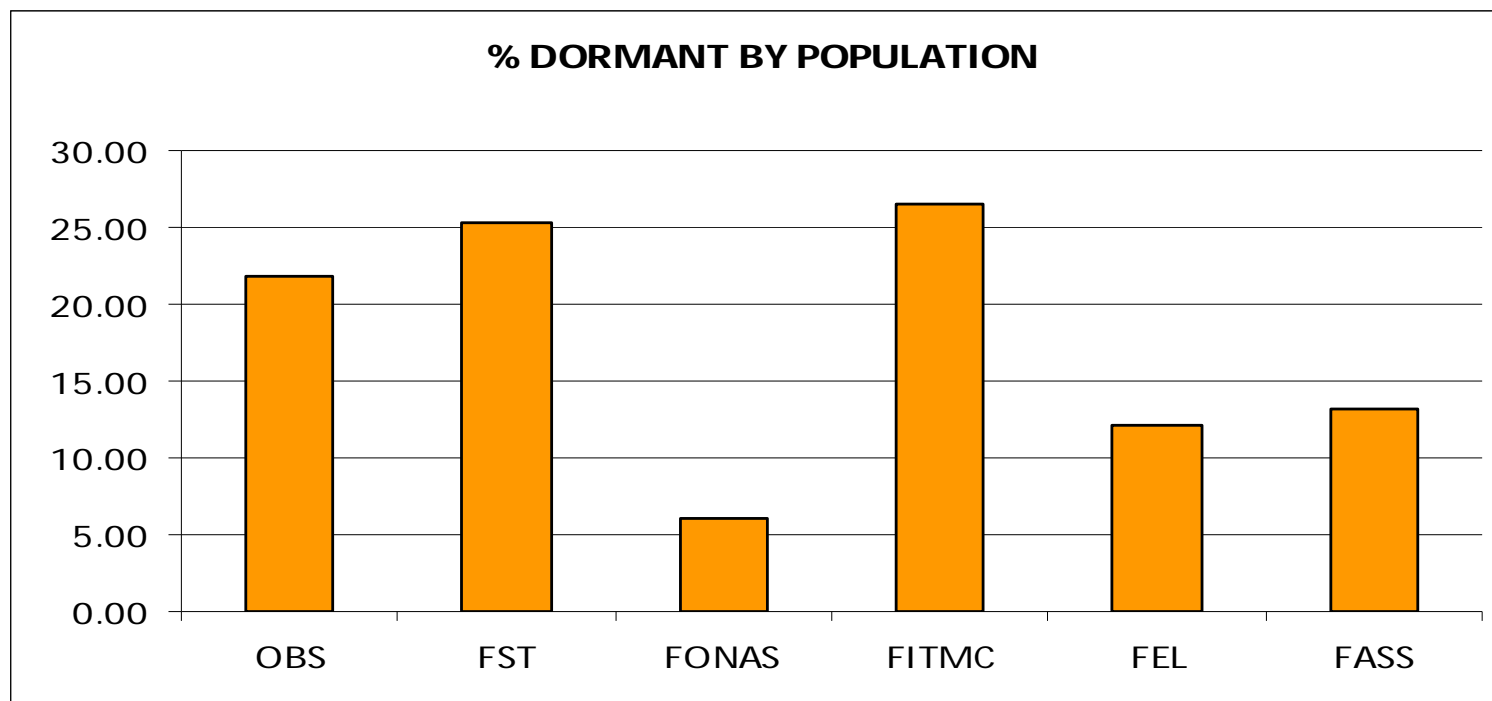
OBSERVATIONS:

- a) Out of all the Sept 2013 dormant students, 27.5% were learners of May 2012 who had gone through one semester;
- b) Out of all the Jan 2014 Dormant students, 25.2% were learners of Sept 2012 who had gone through one semester;
- c) For both intakes above, the dormant status reduced to 12.3% and 8.7% respectively after 2 semesters of study;
- d) After 3 semesters, the % dropped to 7.2% and 11.5%
- e) The % of dormant status stabilizes after 4 semesters of study.



DORMANT STATUS BY FACULTY

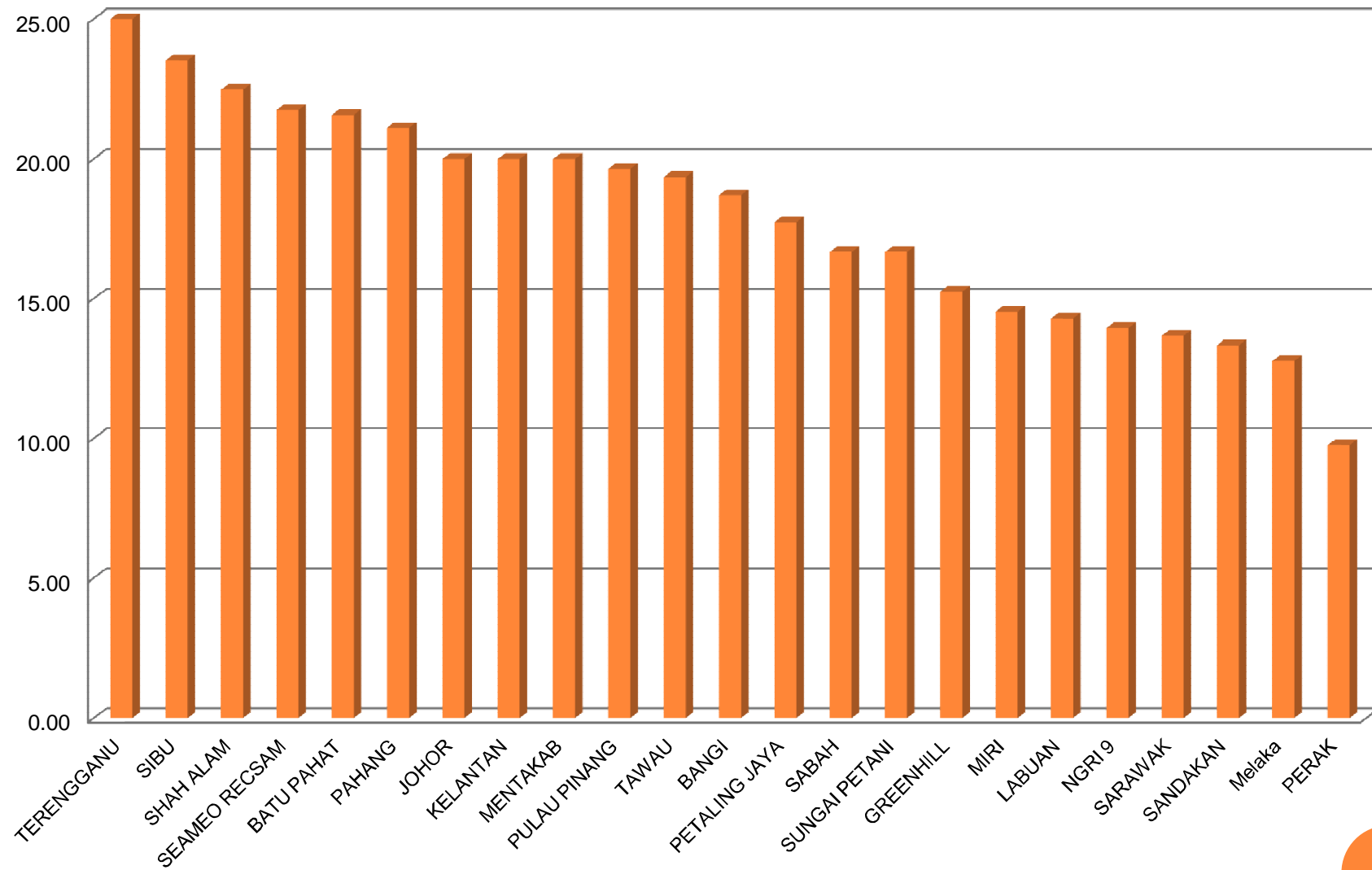
FACULTY	TOTAL NO. OF LEARNERS	% BY POPULATION
OUM BUSINESS SCHOOL	149	21.75
FACULTY OF SCIENCE & TECHNOLOGY	44	25.29
FACULTY OF NURSING & ALLIED HEALTH SCIENCES	11	6.08
FACULTY OF INFORMATION TECHNOLOGY & MULTIMEDIA COMMUNICATION	43	26.54
FACULTY OF EDUCATION AND LANGUAGE	39	12.15
FACULTY OF APPLIED SOCIAL SCIENCES	48	17.69
Grand Total	334	



DORMANT STATUS BY LEARNING CENTRE– INTAKE MAY 2012

BRANCH_DESC	NO OF DORMANT	TOTAL INTAKE – MEI 2012	PERCENTAGE
TERENGGANU	14	56	25.00
SIBU	8	34	23.53
SHAH ALAM	31	138	22.46
SEAMEO RECSAM	5	23	21.74
BATU PAHAT	11	51	21.57
PAHANG	19	90	21.11
JOHOR	31	155	20.00
KELANTAN	17	85	20.00
MENTAKAB	1	5	20.00
PULAU PINANG	11	56	19.64
TAWAU	12	62	19.35
BANGI	20	107	18.69
PETALING JAYA	53	299	17.73
SABAH	24	144	16.67
SUNGAI PETANI	10	60	16.67
GREENHILL	9	59	15.25
MIRI	8	55	14.55
LABUAN	2	14	14.29
NGRI 9	12	86	13.95
SARAWAK	16	117	13.68
SANDAKAN	4	30	13.33
Melaka	12	94	12.77
PERAK	4	41	9.76
Grand Total	334	1861	17.95

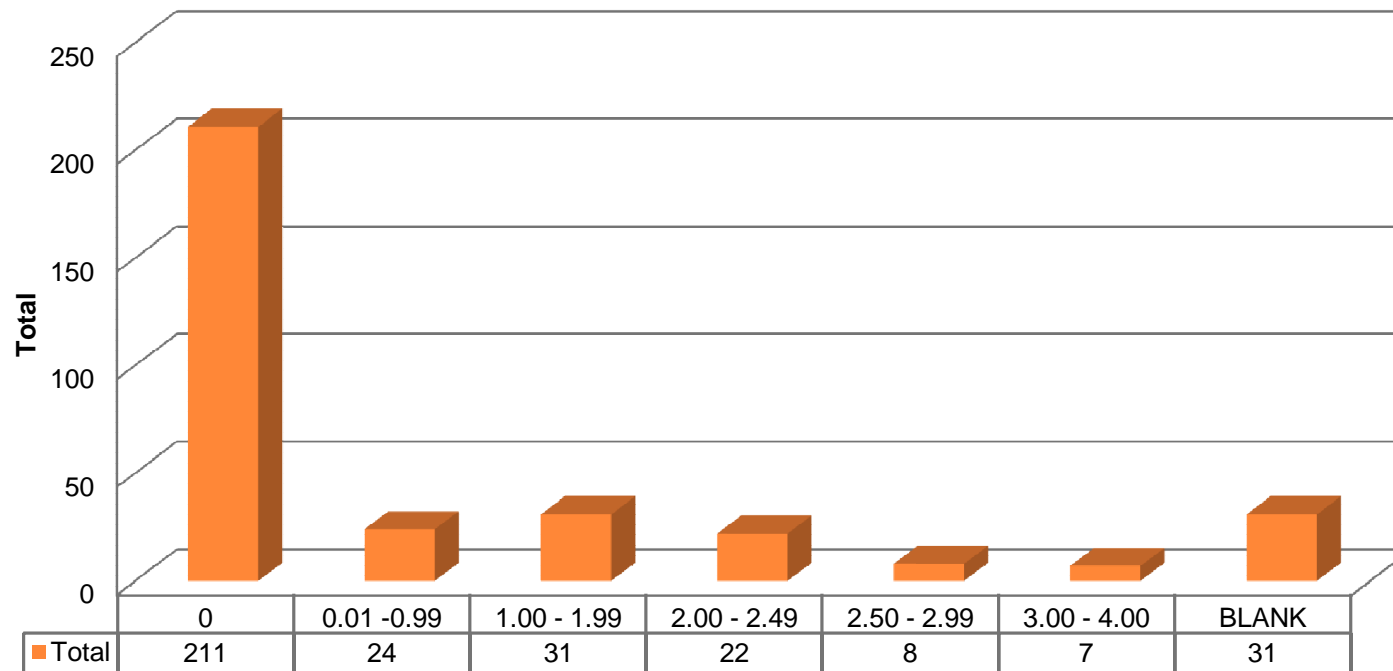
% DORMANT BY LEARNING CENTRES



DORMANT STATUS & GPA – INTAKE MAY 2012

RANGE GPA	TOTAL NO.LEARNERS
0	211
0.01 -0.99	24
1.00 - 1.99	31
2.00 - 2.49	22
2.50 - 2.99	8
3.00 - 4.00	7
BLANK	31
GRAND TOTAL	334

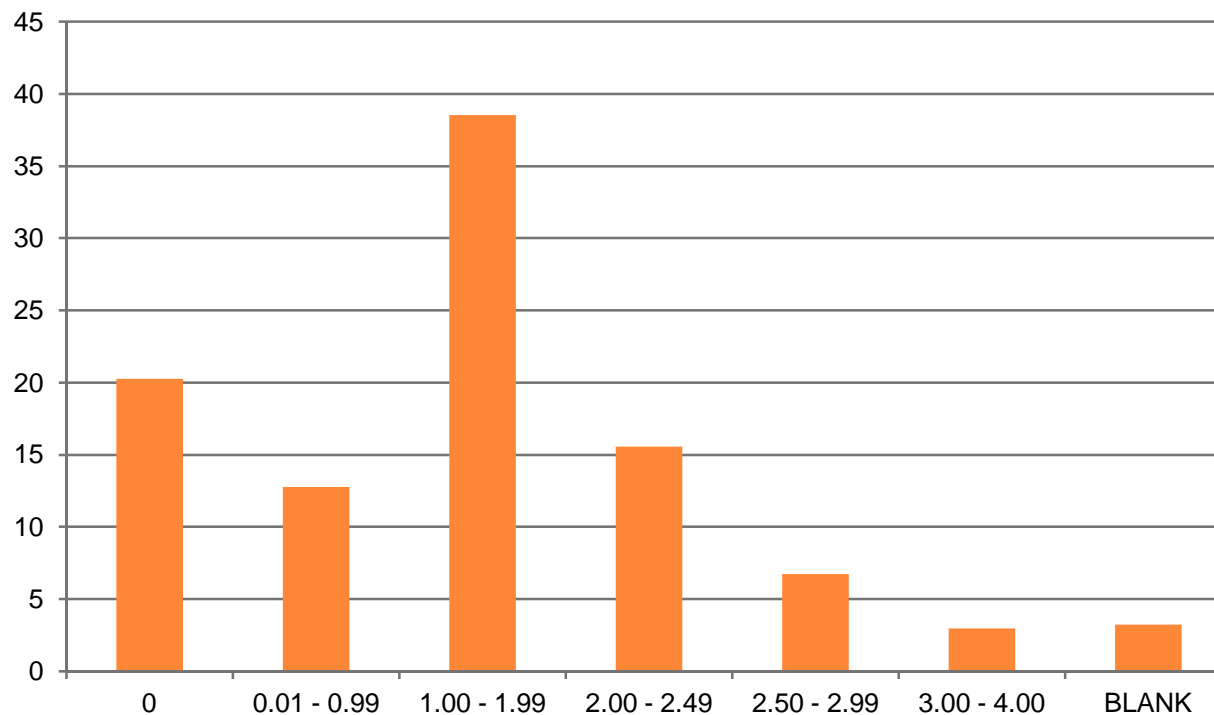
GPA Dormant Intake May 2012



DORMANT STATUS & CGPA

CGPA	SEPT 2013 (BIL)	SEPT 2013(%)
0	246	20.25
0.01 - 0.99	155	12.76
1.00 - 1.99	468	38.52
2.00 - 2.49	189	15.56
2.50 - 2.99	82	6.75
3.00 - 4.00	36	2.96
BLANK	39	3.21
Grand Total	1215	100.00

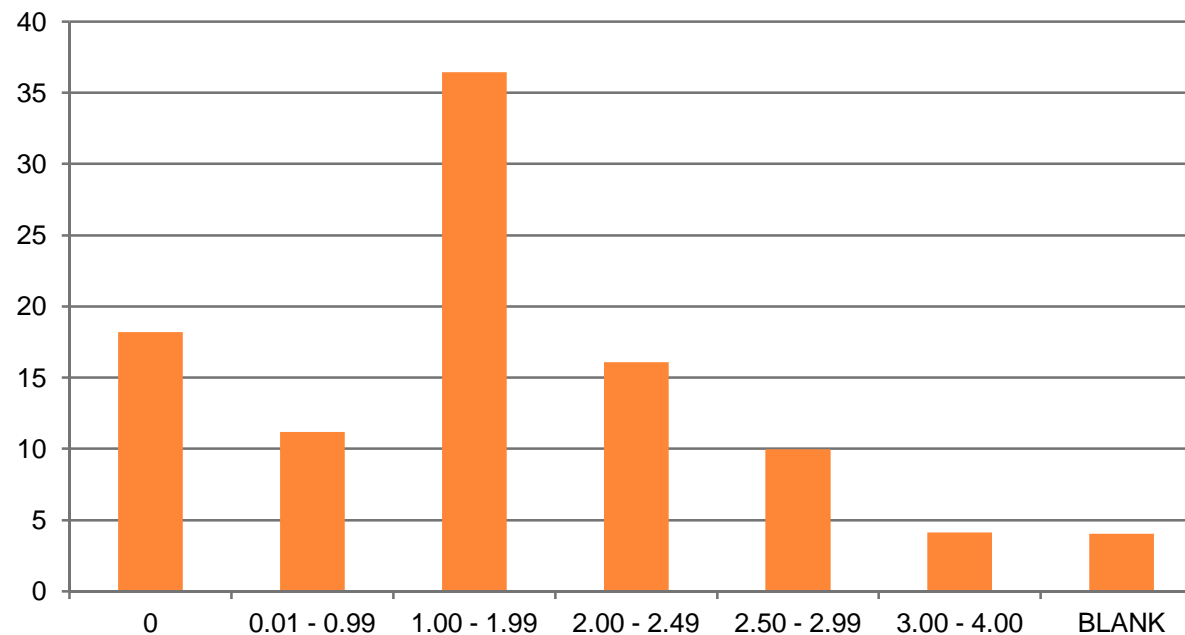
% DORMANT BY CGPA (SEPT 2013)



DORMANT STATUS & CGPA (JAN 2014)

CGPA	No.	(%)
0	208	18.18
0.01 - 0.99	128	11.19
1.00 - 1.99	417	36.45
2.00 - 2.49	184	16.08
2.50 - 2.99	114	9.97
3.00 - 4.00	47	4.11
BLANK	46	4.02
Grand Total	1144	100.00

% DORMANT BY CGPA (JAN 2014)



RECOMMENDATIONS

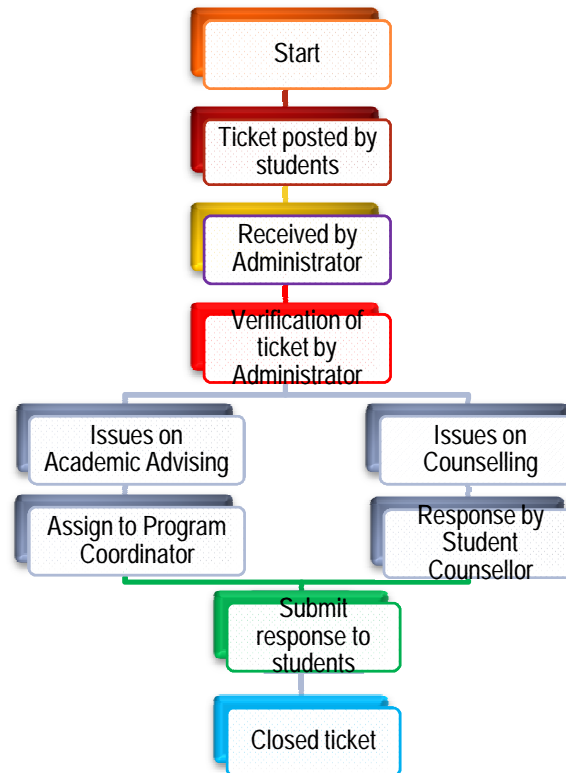
ACADEMIC RELATED INTERVENTIONS:

- 1) To review the effectiveness of the Learning Skills for Open and Distance Learners module; (a need for Pengarah to teach OUMH1103)
- 2) To review the first and second semester course offerings;
 - To offer one of the major courses so that students feel more at ease, (rather than offering the compulsory OUM/core compulsory courses);
- 3) **To offer all 3 first semester courses via the Blended mode (see slides 6 & 7: about 20% of the BBPP1103 fully online students did not turn up for final exam);**
- 4) **LCs to conduct examination clinics for all 3 courses taken by first semester students (MJPAU has approved this and the extra 1 slot has been included in the Timetable)**



RECOMMENDATIONS (CONT'D)

- 5) To introduce **e-academic advising/e- counseling**. Platform has been created, to be monitored by Counselor and escalated to **PCs/Lead Tutor (academics)**



RECOMMENDATION (CONT'D):

E-ACADEMIC ADVISING VS. E-COUNSELING

E-Academic Advising	E-Counselling
Assignment	Anxieties
Learning Skills	General stress
Tutorial / Seminar	Depression
Assignment & Examination	Relationship Difficulties
Time Management	Bereavements
Career Advice	Loneliness
Academic Performance	Lack of Self Confidence or Low Self Esteem
Project Paper	Anger Management
Provide students with information about alternatives and possible consequences of academic decisions.	Suicidal Thoughts
	Traumatic Experiences
	Managing Transitions
	Other Personal Issues

RECOMMENDATIONS (CONT'D)

FINANCIAL RELATED INTERVENTIONS:

- 6) To facilitate new students' application for EPF and PTPTN
 - EPF – To ease the process for a first timer since the student's still new with OUM system (e-CRM and 1-300-887-300) LCs can get students' list during BKB and pass it to LSC. This will shorten the time taken to request and get the letter. LSC then will post it all to LCs via Pos Laju and students will collect it there. Normally, LSC will use normal mail for individual request. The time taken by Pos Malaysia to deliver normal mail is beyond LSC's control (normally it will take 3-14 working days).
 - PTPTN – Can use the same approach as above.



RECOMMENDATIONS (CONT'D)

FINANCIAL RELATED INTERVENTIONS:

* Info:

- ❑ After PTPTN online application, students' have to submit all document to OUM Finance Dept.. They will do all the checking and submit it to PTPTN to be processed.
- ❑ PTPTN will process students application 4 times a year (15 February/15 June/ 15 October/ 15 November).

